

☎ 067-9201109

☎ 067-9201110

No. 4139-40 /SE/Admin:Dated. 04/03/2025

To,

→ The Director (PR),  
MEPCO H/Qs Multan.**Subject:-** PROVISION OF REQUESTED INFORMATION UNDER THE RIGHT OF ACCESS TO INFORMATION ACT 2017 TO KASHIF SHAHZAD KHAN.**Ref: -** Appeal No. 4005-10/2024 & your good office letter No. 232-34 dt: 03.03.2025.

It is submitted for your kind information that XEN Operation Division Vehari has submitted detailed reply of the queries / questions / information as desired by Mr. Kashif Shahzad Khan S/o Khan Muhammad R/o Chak No.485/EB, Vehari under Right of Access to Information Act-2017 as reproduced below:-

1- Electricity Meter is MEPCO Property or Consumers Property? Provide Certified Information/Documents / Copies.

Electricity meter is MEPCO Property which can be removed under CSM-2021 Clause 8.2.5

2- When a person get a new electricity connection. How many charges?

Connection charges are payable according to the rates approved by the Authority pursuant to Rule 11 of the NEPRA Licensing (Distribution) Rules, 1999 and Article 9 of Distribution License. For General Connection/New Single Phase Domestic Connection charges are given as under- Capital Cost = 5300/- Security = 1220 X Requested Load by the Consumer (For Example 1220 X 3KW) Security Amount will be reduced as Rs.610/- in case of Rural Area connection. Provided that minimum load shall be 2KW.

3- If consumer not pays the electricity bill, does MEPCO have the right to disconnect the electricity meter and take it to the office? If yes under what law?

As per Consumer Service Manual-2021 Chapter 8, Clause 8.2.5, If the consumer fails to pay the bills of third month along with arrears of previous two months within due date given on the third month bill, DISCO (DISCO to insert its name) shall issue Equipment Removal Order (ERO) and remove the metering installation! Material and shall allot permanently disconnected code. The electric supply will only be restored upon payment of all outstanding dues (in full or installments) and completion of other codal formalities given in reconnection policy.

4- If removing the electricity meter and taking it to the MEPCO office is illegal and in excess of authority, what action will be taken against the Line Superintendent, Lineman and Assistant Lineman whoever is involved in this will be punished according to the law and which official the complaint will be made against them? How long does it take to resolve this complaint?

Equipment Removal Order (ERO) and removal of all the metering installation is covered under the law and provisions given by Consumer Service Manual-2021.

5- If electricity consumer fails to pay the electricity bill of any one connection all the electricity connection registered in his name will be disconnected? If yes under which law? Provide certified document/copies?

As per Consumer Service Manual-2021 Chapter 8, Clause 8.2.8 If more than one connection exists in the name of single owner and any of the connections defaults, and the DISCO (DISCO to insert its name) allots permanent disconnection code as per procedure, in such a case the DISCO may transfer the outstanding dues of the defaulting connection to the other running connection(s) of the same owner for recovery purposes.

In view of above, it is requested that concerned quarter may be apprised, please.

DA/copies of CSM pages.

  
SUPERINTENDING ENGINEER (OP)  
MEPCO CIRCLE VEHARI

CC To:

1- XEN MEPCO Division Vehari w.r to above.